

Surrey Diagnostics

About Us

Established in 1996 at the University of Surrey, and then moved due to expansion in 2003. Surrey Diagnostics Limited now operates from a secure site near Guildford. With easy access from the M25 and ideally located between Heathrow and Gatwick, we can easily receive live shipments and samples from all over Europe. Staffed by professionals we offer truly independent laboratory animal screening services. Our laboratories can offer a **full range of services in-house** so that no work needs to be sent out to overseas locations. This means our turnaround time for producing reports is **much faster than our competitors**.

Serology

Using the **most up to date serology testing** method (Bead Multiplex) our laboratories provide an unparalleled serology service. Our rodent serology panels cover all agents on the FELASA guidelines, including all the newer agents which were added in the recent FELASA review. We also have ELISA and IFA testing laboratories for confirmations and for single agent assays. Since all testing is done in our UK laboratories, **24 hour results** can be organised for emergency situations. All unexpected results are **confirmed by an independent laboratory** for added client confidence.

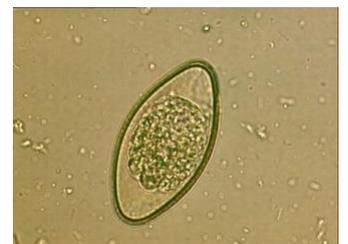


Bacteriology

Our bacteriology laboratory is run by a professional microbiologist with many years of experience. We use a combination of selective and non-selective agars to give the best possible recovery of bacteria. We have a range of **biochemical and molecular biology techniques** for accurate identification of cultured bacteria. We offer a full range of environmental microbiology tests in addition to the animal microbiology services.

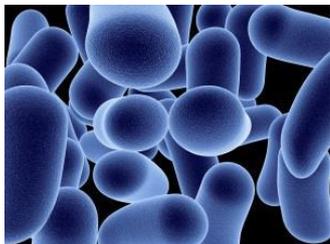
Parasitology

We offer a full in-house parasitology service for rodents and lagomorphs which covers both **microscopic examinations and molecular biology** tests. Through our parasitology consultant we can also examine and identify parasites in samples from almost any pet, zoo or farm animal species.



Molecular Biology (PCR)

Our molecular biology laboratory uses state of the art **Real-Time PCR** to detect a number of organisms in **rodents, lagomorphs, fish and amphibians**. It also plays a role in confirming findings from the serology, bacteriology and parasitology laboratories. We have a number PCR based panels which can be used to detect infectious agents in rats and mice that are reliably shed in faeces. We can also offer screening of **“Sentinel”** and **“Interceptor”** Exhaust Air Dust filters used in IVC exhaust plenums.



Allergen Monitoring and Environmental Microbiology

Enviroscreen is the environmental monitoring section of Surrey Diagnostics. We offer full on-site sampling and analysis services for measuring **mouse and rat allergens** along with the microbiological screening of surfaces, water, air and consumables such as food and bedding.

Advice and Support

Our customer service is second to none and the envy of the industry. We always believe in going the extra mile. Phone calls and emails are **always answered promptly**, even out of office hours. If the required information is to hand we will give you it immediately, but if some further research is needed we will acknowledge your email and get back to you as soon as possible. We have **remote access to email** so being away from the office is never a barrier to good customer service.



On-Site Screening Service

We have a number of **trained technicians** who can come to your facility and sample from your animals on-site. The necropsy and parasitology is carried out on-site and **samples are collected** to allow the rest of the analysis to be done back at our laboratories. We offer this service in the UK and across much of Europe.

Data Management and Reporting

Information on clients and samples is held in strict confidence. All samples coming into the laboratory are logged into our **Laboratory Information Management System (LIMS)**. This allows **full traceability** of samples throughout their analysis. Once all results are entered, the data is validated and approved by management and then a report is generated. All reports are **saved on an encrypted server and backed up off-site**.



Staff

Surrey Diagnostics is fully staffed by **professional scientists**, each with **many years of laboratory experience**, rather than with sales or business people. Our credo is that good science is equally as important as good customer service. Our staff, as science professionals, will always be able to back up any reported result with **sound scientific evidence**. Brief professional histories of all of our staff members are available upon request.



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